IV-D MEMORANDUM 2020-033

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: November 16, 2020

SUBJECT: New MiChildSupport Portal Registration and Login Process Through MILogin

UPDATE(S):

☒ Manual

☒ Form(s)

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum announces updates to *Michigan IV-D Child Support Manual* Section 1.35, "MiChildSupport Portal," regarding the new registration and login process for web applications within the MiChildSupport Portal.[1] OCS is integrating the MiChildSupport Portal user registration and login process with the State of Michigan's identity management solution, MILogin. This will improve the user experience for customers, enhance user identity verification, provide quicker access to case information, and increase the number of registered users.

The new login process will be implemented with the MiChildSupport release on December 2, 2020.

Section 1.35 has been updated to:

- Define and explain the importance of identity verification;
- Include information about the new login process;
- Discuss the automated MILogin identity verification method and the Personal Identification Number (PIN) process for users whose identity is not verified via the automated process;

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[1] The MiChildSupport Portal is a "gateway" website that allows child support customers access to web applications and features contained within the MiChildSupport Portal.

- Replace the MiCase user access levels "initial," "basic," and "full" with "verified" and "unverified" user access;[2]
- Explain that IV-D staff may manually authenticate[3] a child support customer's identity and share the PIN with customers who need assistance in accessing MiCase and/or completing the *Online Child Support Response* form (e842)[4]; and
- Explain that IV-D workers may view the *MiCase Letter* (DHS-1151) PIN on the Customer Communication Dashboard in the MiChildSupport Portal.

Change bars in the right margin of Section 1.35 identify significant updates since the previous publication of this manual section. Content from IV-D Memorandum 2020-025, *New Process for Securely Providing a Personal Identification Number (PIN) to Authenticated MiChildSupport Portal Users,* has been incorporated into Section 1.35 and is not identified with a change bar.

In addition to the Section 1.35 updates, this IV-D Memorandum announces revisions to the *MiCase Letter* (DHS-1151). OCS modified the DHS-1151 to reflect the new login process. This IV-D Memorandum also discusses communication of the new MILogin process to customers and IV-D staff.

Finally, this IV-D Memorandum explains that there will not be an automatic migration of existing MiChildSupport Portal users to MILogin. Beginning the afternoon of December 2, 2020, existing MiChildSupport Portal users will be directed to register with MILogin.

DISCUSSION:

The new MILogin process will provide child support customers with the possibility of immediate access to MiChildSupport Portal web applications. MILogin is Michigan's single sign-on solution. It allows users the ability to access many online State of Michigan services and systems, across multiple departments, using a single user ID and password. This solution also meets the Michigan Child Support Program's Strategic Plan goal to use technology to improve child support services.

Starting the afternoon of December 2, 2020, child support customers attempting to access certain web applications within the MiChildSupport Portal will be directed to register with MILogin and request access to the "Michigan Child Support (MiChildSupport)" application.[5] CPs and NCPs will create a user ID and password, and complete the one-time automated identity verification process within MILogin. Once a

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[2] "MiCase" is an application on the MiChildSupport Portal that allows both non-custodial parents (NCPs) and custodial parties (CPs) to view their Michigan child support case information.

[3] The terms "authenticate" and "verify" are used interchangeably in this memorandum.

[4] The *First Customer Contact Letter* (OCS0015) includes instructions for the CP to log into the MiChildSupport Portal and enter a PIN to complete the e842 though the MiChildSupport Portal.

[5] If a customer clicks an application on the MiChildSupport Welcome page that requires a login, the MiChildSupport Portal will navigate the customer to MILogin. The customer may also go directly to the MILogin website at https://milogin.michigan.gov to register with MILogin and request MiChildSupport access.

customer has successfully completed this process, (s)he will be directed to the MiChildSupport Portal.

Note: If a user already has a MILogin account, (s)he will need to request access to the MiChildSupport application listed in the agency web portal application options. When the user requests MiChildSupport access, MILogin will require the user to complete the identity verification.

Although customers will log into certain MiChildSupport applications using MILogin, IV-D staff access to the MiChildSupport Portal will remain unchanged; IV-D staff will not access any portal applications through MiLogin.[6]

A. New Registration and Login Process Using MILogin

OCS will begin using MILogin for the new registration and login process[7] for the following MiChildSupport Portal web applications:

- The MiCase website;
- The online *IV-D Child Support Services Application/Referral* (e1201);
- The e842; and
- The Child Support Verification Tool (CSVT).[8]

Note: The e1201[9] and e842 will require the user to login via MILogin, but after the user logs in, the functionality of these electronic forms will remain the same.

MiCase, e1201, and e842 users will be directed by MILogin to complete the one-time identity verification process to access these services in the MiChildSupport Portal. However, authorized MSHDA users will not be directed to complete the identity verification in MILogin to access the CSVT. Refer to Section G in this IV-D Memorandum for more information on the use of MILogin for MSHDA users.

The MiChildSupport Calculator application,[10] the "Learn More"[11] feature, and the "Partner Tools and SMILE Program" feature in the MiChildSupport Portal will remain unchanged and will not require customers to register and login with MILogin.

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[6] IV-D workers who are granted a certain role(s) in MiCSES are able to access the MiChildSupport Portal through MiCSES. Ref: Subsection 2, "IV-D Worker Use of the MiChildSupport Portal" of Section 1.35 for more details.

[7] A MILogin user account will be automatically deactivated if the user has not logged in within 18 months.

[8] The CSVT is the tool that the Michigan State Housing Development Authority (MSHDA) uses to verify child support payments for applicants requesting MSHDA benefits.

[9] Users who submit an e1201 may track their application via the "Trace My Case" feature that will be made available to them after submitting the e1201.

[10] The MiChildSupport Calculator that is available on the portal allows anyone with access to the Internet to calculate child support in accordance with the State Court Administrative Office (SCAO) Michigan Child Support Formula (MCSF).

[11] Clicking this button takes users to the Michigan Department of Health and Human Services (MDHHS) Child Support website, where they can learn about the child support program.

Section 1.35 has been updated with information regarding MiChildSupport Portal registration and the use of MILogin. It also includes the information a user is required to provide to register with MILogin.

B. MiCase Access and Identity Verification

Section 1.35 details the requirements for a customer to become a verified user. The MiChildSupport Portal will grant verified users access to advanced MiCase features, such as viewing sensitive case information and taking specific actions on their account. This includes account actions available now and those planned for the future (e.g., complete case questionnaires or change their address).

Unverified users will not be allowed to view *any* case information or use advanced site features on MiCase until they complete an identity verification process and become a verified user. Also, MiCase will not permit IV-D staff to use the *Ask a Question* feature to communicate with unverified MiCase users.

To strengthen security and confidentiality, granting MiCase users different levels of access depending on which registration steps they have completed is no longer applicable. Therefore, references to initial, basic, and full-level access have been removed from Section 1.35.

1. MiCSES-Generated PIN for the MiCase Application

   If MiCase users do not successfully complete the automated identity verification process in MILogin, MiCase will display a message to notify them that they will receive a PIN in the mail, or they may contact the FOC or PA to obtain the PIN. MiCSES will send the DHS-1151 with the PIN to the user's verified address in MiCSES. Section 1.35 lists the address types for which MiCSES will generate the DHS-1151. It also explains what happens when a customer does not have one of these address types.

2. Manually Verifying a User's Identity to Provide the MiCSES-Generated PIN

   Section 1.35 includes policy originally published in IV-D Memorandum 2020-025 on the process for IV-D staff to manually verify a user's identity in order to provide the PIN to a customer. IV-D workers who are granted a certain role(s)[12] in MiCSES are able to view the DHS-1151 PIN on the Customer Communication Dashboard in the MiChildSupport Portal. OCS made the PIN viewable on the dashboard with the October 28, 2020 MiChildSupport release. This will permit IV-D staff to assist customers in "real time" by guiding them in the registration process, authenticating their identity, and then sharing the PIN so the customer can gain immediate access to his/her case information in MiCase.

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[12] IV-D staff with an appropriate access role on the MiCSES *Resource Master* (RESM) screen can directly access the Customer Communication Dashboard.

C. Identity Verification for e842 and e1201 Users

1. e842

   Users accessing the MiChildSupport Portal to complete the e842 will be directed to register and login through MILogin. If an e842 user fails the automated identity verification through MILogin, the MiChildSupport Portal will prompt the user to enter the PIN included in the OCS0015. If the user passes the automated identity verification, the MiChildSupport Portal will not ask the user to enter the PIN from the OCS0015.

   If e842 users are unable to locate the OCS0015 to enter the PIN and they call IV-D staff for assistance, IV-D staff may share the PIN provided on the OCS0015 with these users once IV-D staff have authenticated their identity. Section 1.35 describes the use of MILogin and identity verification for e842 users.

2. e1201

   Users accessing the MiChildSupport Portal to complete an e1201 will be directed to register through MILogin in order to access the e1201 on the MiChildSupport Portal. As part of this process, the customer will complete the automated identity verification. However, e1201 users will be able to submit an e1201 regardless of whether or not they pass the MILogin identity verification. To ensure unrestricted public access to the IV-D services the state provides, the IV-D program will not prevent any user from submitting an e1201.[13] Section 1.35 has been updated to explain the use of MILogin and identity verification for e1201 users.

D. Migration of Existing MiChildSupport Portal Users

There will be no automated migration of existing MiChildSupport users to MILogin. OCS will require these users to complete the one-time automated identity verification process in MILogin. If users fail this process but previously had full-level case access in MiCase via the use of a PIN, MiCase will not require a PIN to be reissued. MiCase will prompt these users to verify themselves by providing a previous MiCase username or other personal identification information to obtain the same access they formerly had.

E. Updates to the DHS-1151

The DHS-1151 contains instructions for a customer to enter the PIN to gain access to case information and features within MiCase. OCS revised the MiCase user instructions on the DHS-1151 to be consistent with the new MILogin process.

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[13] Additionally, the MiChildSupport Portal will not require e1201 users to enter information to link a case to their user ID or enter a PIN in order to submit an application for services.

The option for users to select the "Deactivate Account" link to close an account in MiCase is no longer available. Instead, MiCase users must notify the MiCase Administrator by emailing "MiCaseAdmin@michigan.gov" if they wish to close their MiCase account because they did not open it or they opened it by mistake. OCS revised the steps on the DHS-1151 for closing a MiCase account.

F. Communication to Customers and IV-D Staff

On November 16, 2020, OCS began informing customers of the upcoming login change by displaying a message on the MiChildSupport Portal Welcome page.

On November 23, 2020, OCS will begin emailing MiChildSupport Portal users with more information on registering an account through MILogin. This email will be sent to the address that CPs and NCPs have recorded in the MiCase website.

OCS informed IV-D workers of the upcoming implementation of MILogin in the October 20, 2020 Child Support Updates call.

OCS also discussed the implementation of MILogin at the PA User Group on November 12, 2020 and the FOC User Group on November 5, 2020.

G. Michigan State Housing Development Authority (MSHDA) Child Support Verification Tool (CSVT)

Existing MSHDA Users[14] will be directed to register through the "MILogin for Third Party" website and request access to the MiChildSupport application to access the CSVT. However, MSHDA Users will not be directed to complete the identity verification process in MILogin. To ensure confidentiality and appropriate use, new MSHDA Users will be unable to access the CSVT through MILogin until the MSHDA Gatekeeper has completed the existing system access process outlined in Section 1.35.

OCS updated Section 1.35 to explain the process for MSHDA Users to obtain access the CSVT. OCS will work with the MSHDA Gatekeeper to send MSHDA Users an email with instructions on accessing the CSVT through MILogin.

H. Other Updates to Section 1.35

Section 1.35 has been updated with the process for recovering forgotten MILogin user IDs and passwords. In addition, the name of the "Child Support Information Card" has been changed to "Child Support Marketing Card." This card is also known as the DHS-Pub-139. There are two versions of the card: DHS-Pub-139-PA and DHS-Pub-139-FOC.

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[14] A MSHDA User is someone who has the MSHDA User role in the CSVT. Ref: Subsection 8 of Section 1.35 for more information.

I. Available Resources

OCS Training Services will update the *MiCSES Customer Information Guide: MiChildSupport Web Site to* assist IV-D workers with information about the login process.

NECESSARY ACTION:

Review Section 1.35 of the *Michigan IV-D Child Support Manual.* For those maintaining a hard copy of the manual, print the manual section and add it to the manual. Discard the previously published version of Section 1.35 (published March 11, 2019).

With this publication of Section 1.35, IV-D Memorandum 2020-025 is obsolete.

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Section 1.35: MiChildSupport Portal

DHS-1151/MICASELTR: MiCase Letter

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